

# The Messenger

CRIMINAL RECORDS DIVISION  
WINTER 2009

## WELCOME

Submitted by Jo Williams

Hello and welcome to the 4th quarter edition of 'The MESSENGER' of 2009. The MESSENGER publication's main focus is on civil applicant fingerprint based and name and date of birth background check submissions. With this publication it is our hope to answer any question our users may have on the background check process. If you have a question about background checks you would like answered in this forum please call or email them to Jo Williams at (360) 534-2165 or [jo.williams@wsp.wa.gov](mailto:jo.williams@wsp.wa.gov).

### Reminders:

The WSP Customer Counter for fingerprint and background check services at 3000 Pacific Avenue, Olympia, WA is open daily from 08:00 am -12 noon and 1:00 pm – 5:00 pm. The counter is closed for one hour, 12:00 noon until 1:00 pm.

Search results for public information (RCW 10.97) and child adult abuse (RCW 43.43) documents may be returned electronically via email. For information about this service contact Lynette Brown at (360) 534-2109 or [lynette.brown@wsp.wa.gov](mailto:lynette.brown@wsp.wa.gov).

I would like to wish everyone in advance a safe holiday and a Happy New Year.

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## TOURS

If your work group is interested in a tour of the WSP Identification and Criminal History Section to help you understand the process of applicant submissions, applicant rejects and Livescan/Card Scan processes please contact any Criminal Records Division manager: Ms. Jo Williams at (360) 534-2165, Ms. Becky Miner at (360) 534-2111 or Ms. Michelle Kromm at (360) 534-2188.





## KUDOS!

Submitted by Deborah Collinsworth

Kudos to the Office of Superintendent of Public Instruction (OSPI) and the Department of Social and Health Services, Background Check Central Unit (DSHS BCCU) for being two of five agencies audited by the Federal Bureau of Investigation (FBI) in which no compliance discrepancies were found

On July 21, 2009, the Federal Bureau of Investigation, Criminal Justice Information Services (CJIS) Audit Unit (CAU) contacted five local agencies and the Washington

State Patrol (WSP) to review the dissemination of CHRI and retention and physical security of CHRI and fingerprint submission procedures and protocols based on Public Law 92-544 and applicable state statutes.

Since WSP is the CJIS Systems Agency (CSA) for the State of Washington, we have the responsibility of ensuring compliance with fingerprint submission procedures and protocols based on Public Law 92-544 and applicable Washington statutes.

WSP would like to take

this opportunity to recognize the effort and level of commitment exhibited by OSPI and DSHS BCCU personnel. The FBI found no compliance discrepancies for these two agencies.

WSP commends you on a job well done ensuring your agency is in full compliance with CHRI dissemination and fingerprint submission procedures and protocols based on Public Law 92-544 and Washington state statutes.

Keep up the great work!

## ELECTRONIC INVOICES

Submitted by Background Check Fiscal Unit

The Washington State Patrol Identification and Criminal History Section would like to offer your agency the option of receiving your monthly billing invoice for applicant fingerprint submissions via email instead of regular mail or campus mail.

If you are interested in receiving your invoice via email, please provide the below information to the Fiscal Unit Supervisor Ms. Lynette Brown at (360) 534-2109 or [lynette.brown@wsp.wa.gov](mailto:lynette.brown@wsp.wa.gov): Account Number, Agency Name, Agency Contact Name, Agency Contact Phone Number, and Email address for invoice.

It is our hope by offering electronic invoicing it will eliminate the need of mailing to help reduce costs in these tough economic times.

## FBI CORNER

Submitted by Jo Williams

As of November 2009 a civil applicant fingerprint card mailed to the Federal Bureau of Investigation (FBI) may take up to 4 months before a processed result is received by the submitting agency.

In preparation for the submission of the extremely high volume of fingerprint background checks from the Census Bureau, Integrated Fingerprint Identification System (IAFIS) contributors are

being notified that non-criminal justice fingerprints (applicant) submitted during April 28-30, and May 1-2, 2010, will be processed after May 3, 2010. It will take approximately one week to complete the back log of fingerprints for all contributors. In early 2010 a letter will be disseminated to CJIS System Agencies reminding the users about the suspension of processing non-criminal justice fingerprint submissions during April 29-30, and May 1-2, 2010.

# WATCH/CUSTOMER SERVICE

Submitted by Tina Marshall

Since July 2008 the WATCH/Customer Service work group in the Background Check Unit has been understaffed by 3 Criminal Records Technicians (CRT's). The CRT's in the unit have done an exceptional job of maintaining the high standard of customer service they have been accustomed to providing even with these vacancies. Current staff has always prided themselves in providing offered services in the shortest time period possible.

The standard turnaround time for services the unit offers to our customers is as follows:

- Housing and Urban Development (HUD) documents - 24 hours. The unit receives 250 to 300 per month. HUD fingerprint cards and thumbprint comparisons - 7 to 14 days.
- Notary letters over the counter - up to 1 ½ hours, faxed in - 3 to 5 days, mailed in - 7 days, with fingerprints - 7 to 14 days. The unit receives 350 to 475 per month.
- CRD Follow-Up requests (Pending fingerprint based background submissions) – 24 hours.
- Set-up new WATCH accounts – 7 to 14 days.

Additional services provided by the unit:

- WATCH website technical support, by phone, email and over the counter.
- Average number of phone customers per month is between 2500 and 3000.
- Respond to 300 to 350 emails per month.
- Work with approximately 5700 customers at the counter per year.
- Reconcile WATCH credit card charges daily and assist customers over the phone. With website navigation.
- Provide and receive payments for fingerprint services, name and date of birth background checks as well as answer the many questions customers have regarding background checks at the counter.

With the recent hiring freeze lifted the unit had the opportunity to fill 2 of the 3 vacant positions. In October after an extensive interview process we hired Ms. Cynthia David and Ms. Kristina Davis. After they are both fully trained (end of March) their presence in the unit will have a huge impact on customer service and will be a great relief to the amazing CRT's who have worked earnestly each day since the shortage of staff occurred to maintain and exceed the cycle time of customer requests in the unit. It has been tough at times but unit staff worked together to get the job done. I would like to thank Debbra, Joe, LaToya, Bob, and Diane (retired 10/01) for hanging in there and keeping the unit running smoothly. The Background Check Unit would like to welcome Cynthia and Kristina to our area. We're all excited to have you here.



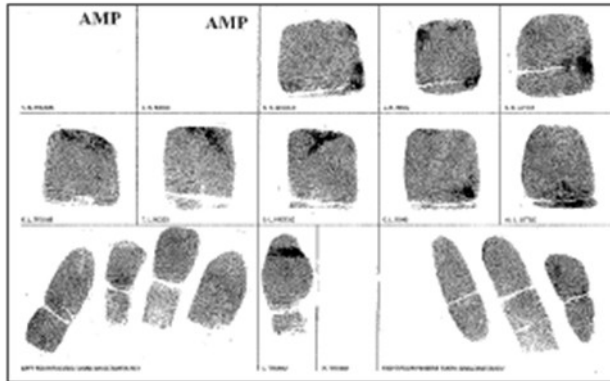
# QUESTIONS TO ASK BEFORE SUBMITTING FINGERPRINTS

Submitted by Stephanie Phipps

Presentation taken from the FBI CJIS website  
<http://www.fbi.gov/hq/cjisd/takingfps.html>

1. Is there a fingerprint impression in each finger block? If there is a missing fingerprint impression, is there a reason noted in the finger block (e.g., AMP (XX), missing at birth, unable to print (UP), etc.)?

***Make sure to note when images are amputated or unable to print...***

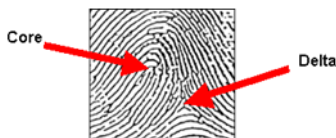


2. Are the fingerprints rolled fully, from nail to nail?

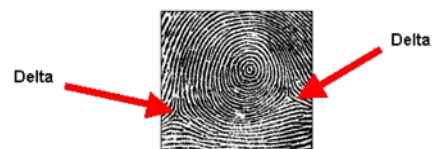


Fingerprints should be square in appearance. When the finger is rolled from one side of the fingernail to the other it is a complete fingerprint impression.

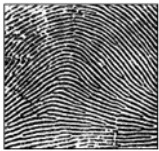
3. If the fingerprint impression is a loop, are the delta and core present?  
If the fingerprint impression is a whorl, are all deltas present?



In the **Loop** pattern there are two focal points: the Core, or the center of the loop, and the delta. The Delta is the area of the pattern where there is a triangulation or a dividing of the ridges. When recording fingerprints, the delta and the area between the delta and the core must be completely recorded.



A **Whorl** pattern will have two or more deltas. For a whorl pattern, all deltas and the areas between them must be recorded.



The **Arch** pattern has no delta or core; but, it too, must be fully recorded so that its individual characteristics can be readily distinguished.

4. Are the fingerprint impressions clear and distinct?
5. Are the fingerprint impressions uniform in tone and not too dark or light?

#### **Too Dark**

(too much ink or pressure)



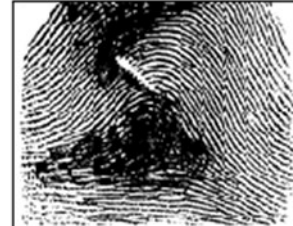
#### **Too Light**

(too little ink or pressure)



#### **Ink Unevenly Distributed**

(causing light and dark areas)



6. Are the four finger impressions and a thumb impression in the plain impression block for each hand?
7. Are the rolled fingerprint impressions in the correct finger blocks when compared to the plain impressions?

***Verify images are in correct order ...***

